मामलों जैसे भुगतान आदेश/बैंकर चैक के जारी करने में विलंब, दुर्व्यवहार, खराब ग्राहक सेवा, शहरी गरीबों के लिए स्वरोजगार योजना आदि के अंतर्गत ऋण मंजूर करने इत्यादि से संबद्ध थीं। बैंक द्वारा शिकायतों के निवारण के लिए, आवश्यकतानुसार कार्रवाई की गई।

सैन्ट्रल बैंक आफ इंडिया ने आगे बताया कि उक्त शाखा के शाखा प्रबंधक को ग्राहक सेवा में सुधार लाने के लिए कहा गया है।

**Promotions in Small Pox Eradication Department of MCD**

2920. SHRI G. SWAMY NAIK: Will the Minister of HOME AFFAIRS be pleased to state:

(a) whether it is a fact that as per the recommendations of the Third Pay Commission those who get only two promotions during the whole service must be given Selection Grade;

(b) if so, what are the prospects of promotions in the Small Pox Eradication Department of MCD; and

(c) how many employees have been given Selection Grade in that department so far?

THE MINISTER OF STATE IN THE MINISTRY OF HOME AFFAIRS (SHRI SANTOSH MOHAN DEV): (a) Yes, Sir.

(b) and (c) The Vaccinators are promoted to the post of Vaccination Inspectors who in turn can be promoted to the post of Chief Vaccination Inspectors, 10 per cent of the total posts are eligible for Selection Grade.

**Arms and ammunition seized by the CBI**

2921. SHRI MUKHTIAR SINGH MALIK: Will the Minister of HOME AFFAIRS be pleased to state:

(a) whether it is a fact that a large cache of arms and ammunition were seized by the Central Bureau of investigation in Bikaner on 15th July, 1989 as reported in the Times of India dated the 16th July, 1989;

(b) if so, the details thereof;

(c) whether any arrest has been made in this regard; and

(d) whether any inquiry has since been conducted in this regard?

THE MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS AND THE MINISTER OF STATE IN THE MINISTRY OF HOME AFFAIRS (SHRI P. CHIDAMBARAM): (a) to (d) The C.B.I. has not seized any arms and ammunition. However, according to the Government of Rajasthan a raid was conducted by the State Police, on 8-7-89, and a large quantity of arms and ammunition including AK-47(4), Stenguns (2), AK-47 rifle cartridges(2493), handgrenades(9) detonators(9), fuse wire, mines (20) and other explosive material were recovered from one Kundan Singh @ Kundal Lal Bawri resident of 17-KYD near Khajuwala Sector, PS Pugal, in Bikaner district. Three persons, including the house owner, have been arrested in this connection.

**Export of software**

2922. SHRI JAGADISH JANI: Will the Minister of COMMERCE be pleased to state:

(a) whether Government have taken any steps to increase the export of software;

(b) whether any target has been set for the export of software during the Seventh Plan period;

(c) if so, what was the target; and

(d) the achievement made so far?

THE MINISTER OF STATE IN THE MINISTRY OF COMMERCE (SHRI P. R. DAS MUNSHI): (a) Under the